

## MEMORANDUM

TO: Chairman Pat Miller  
Director Debi Tate  
Director Sara Kyle  
Director Ron Jones

FROM: Eddie Roberson, Jr.  
Chief, Consumer Services Division

DATE: August 13, 2004

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-JULY<sup>1</sup>

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Regulated utility complaints received and investigated in July	189
Non-regulated complaints received and investigated in July:	
7	
Number of follow-up investigations made in July:	415
Year-to-date regulated utility complaint total:	
1,688	
Number of Telemarketing complaints investigated in July:	39
Year-to-date Telemarketing complaints	269
Year-to-date total of Tennesseans signed up for Do Not Call Register:	1,499,753
Number of active telemarketing solicitors:	393
Number of Do Not Fax complaints investigated in July:	228
Year-to-date total of Do Not Fax complaints	
977	
Year-to-date total TDAP devices ordered:	936
Number of calls to MCI Relay Center Intrastate: 53,998 Interstate: 6,276	60,274

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<sup>1</sup> Data in this report July change as information is updated.

**Regulated Table**

(Number of Regulated complaints received in July 2004)

**Telephone Company's**

1. BellSouth	60
2. Century Tel	3
3. Frontier/Citizens	2
4. Sprint United Telephone Co.	9
5. TDS	1
6. United	3

**CLECS**

1. Aeneas	1
2. Alltel Communications	3
3. AT&T Business	3
4. Birch	1
5. BTI	1
6. Cypress Communications	1
7. IDS	1
8. MCI	3
9. Momentum	1
10. XO	1
11. Xspedius	2
12. Nuvox/Trivergent	1

**Long  
Distance  
Companies****Regulated  
Complaints  
for NR Companies****Complaints**

1. Nationwide Connections	1
2. SBO-Online.Org	1
3. Freedom Communications	1
4. Mercury Internet	1

**Gas, Water & Electric**

1. AEP	2
2. Atmos Energy	2
3. NGC	3
4. Tennessee American Water	1

**Resellers**

1. Access Integrated Networks	1
2. America Net	1
3. DPI	1
4. Excel	3
5. Global Crossing	1
6. NCIC	1
7. Network Telephone	2
8. Talk America	1
9. Telecom USA	1
10. Teleconex	1
11. US Telecom Long Distance	2
12. Vartec	4
13. ITC	1
14. ZPDI	1

1. AT&T Residential	47
2. AT&T Slam	6
3. MCI	8
4. Sprint Long Distance	7

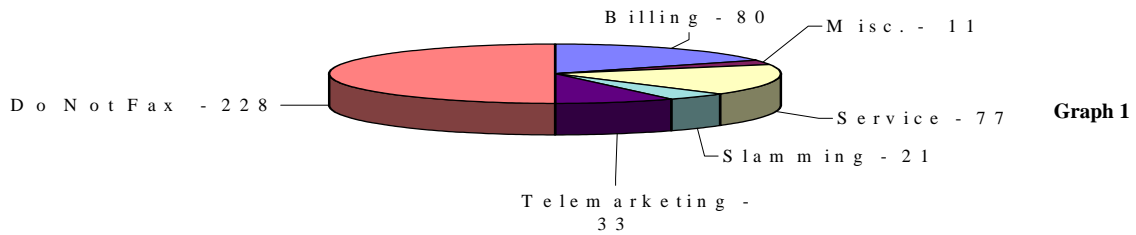
**Non-Regulated**

1. AT&T Residential	1
2. BellSouth	4
3. Sprint United Telephone Co.	1
4. US LEC	1

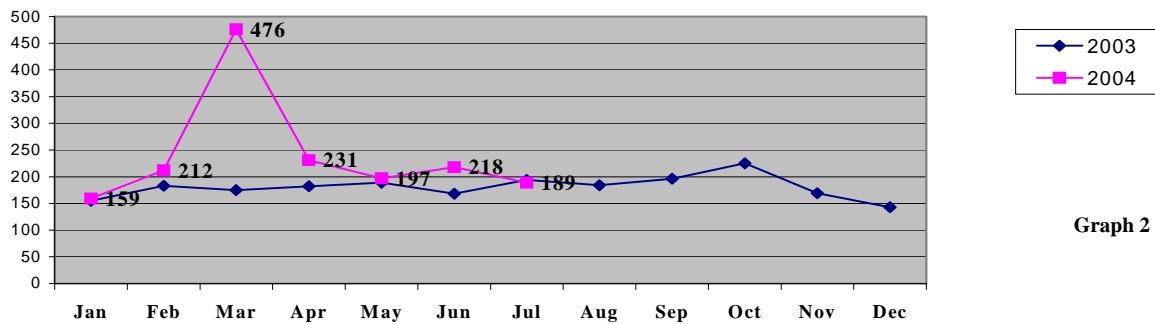
**Relay**

1. MCI	1
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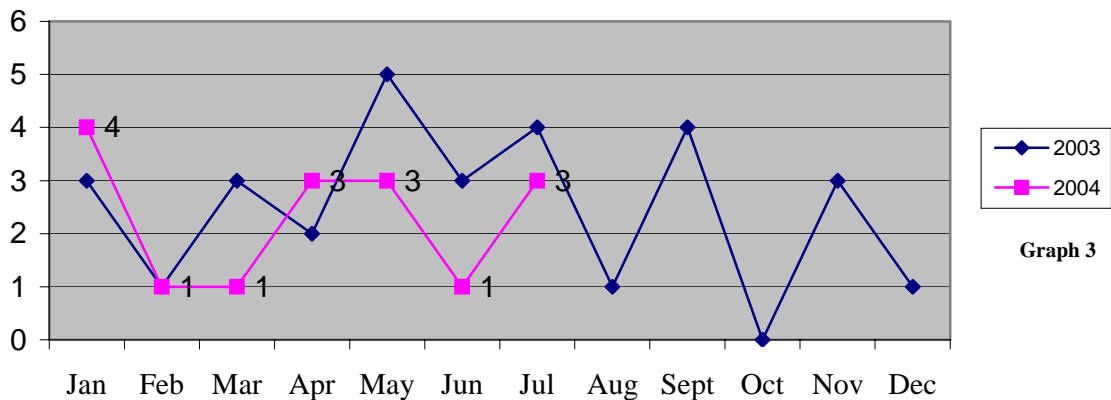
## Regulated Complaint Totals for July:



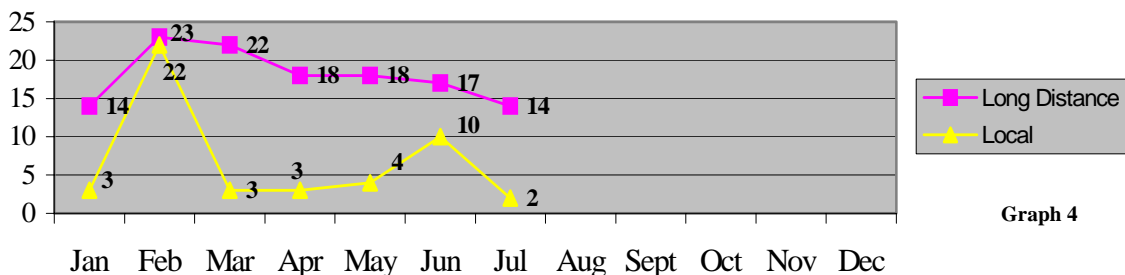
## Regulated Utility Complaints from 2003 -2004:



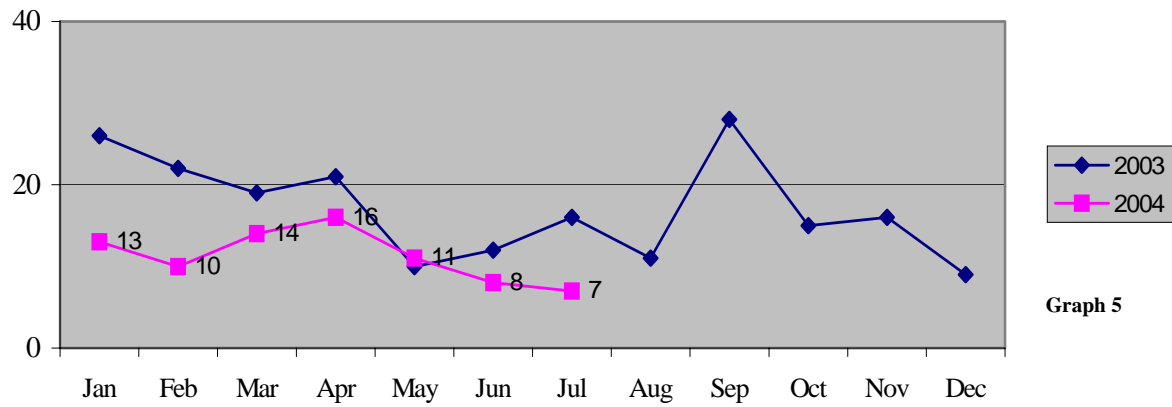
## Delayed Installation of New Service –2003 – 2004



## Slamming Totals: (Highest Number of Slamming Complaints for the Month of July: AT&T: 6)

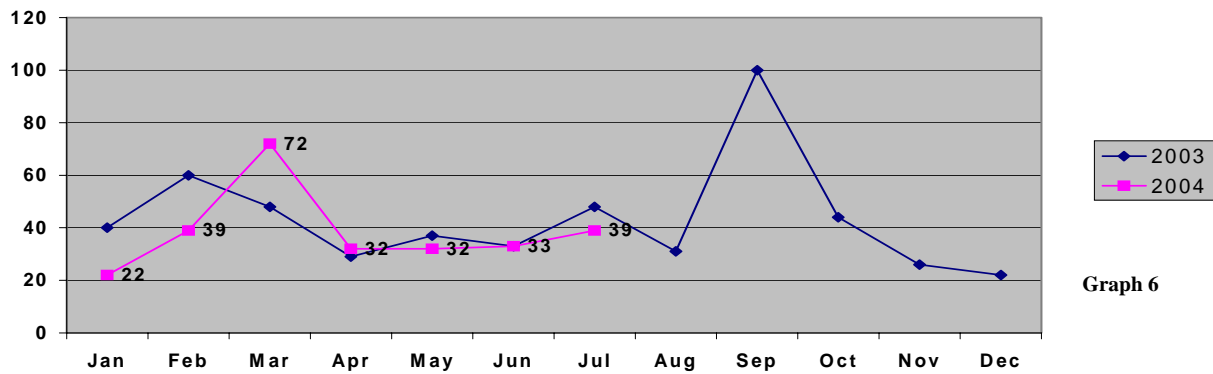


## County Wide Calling Complaints from 2003 and 2004



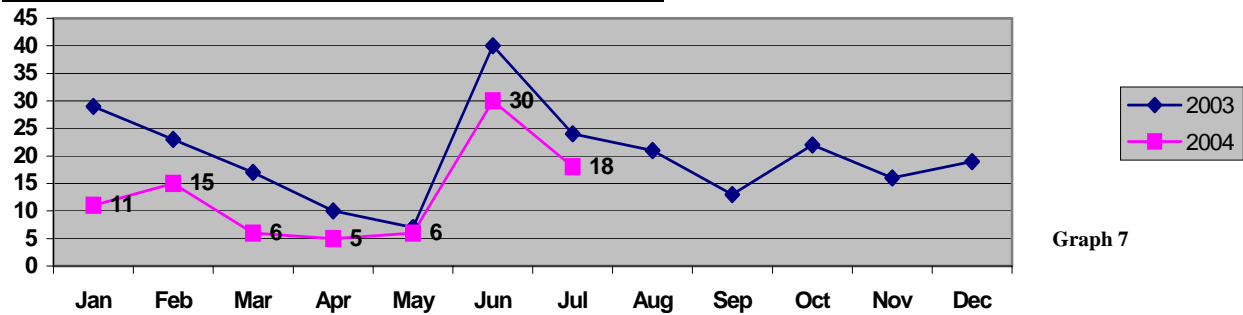
Graph 5

**Telemarketing Complaints: (Most Complaints: Debt Solutions: 12)**



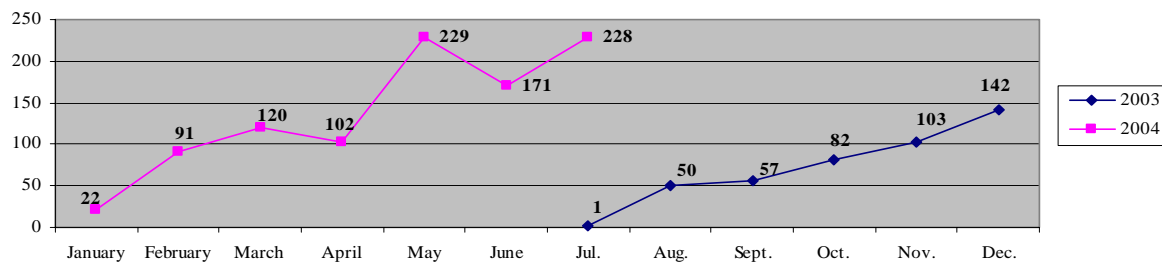
Graph 6

**Telemarketing Solicitor Applications Approved:**

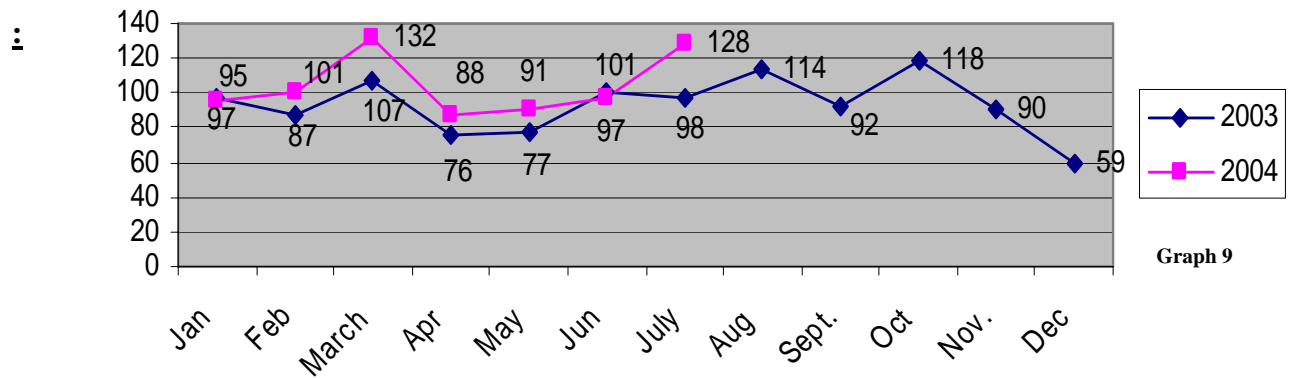


Graph 7

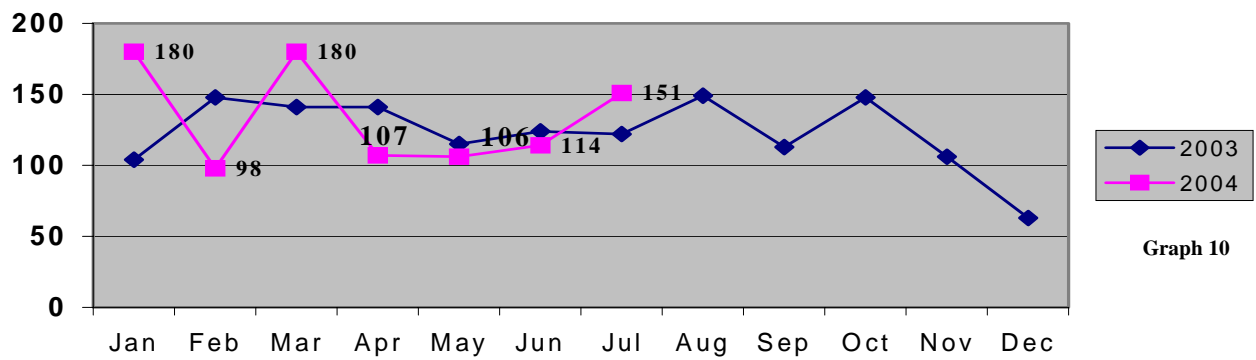
**2004 Do Not Fax Complaints**



**TDAP Applications Approved**



### TDAP Devices Ordered:



### Total Cost of TDAP Devices Ordered:

